

## FAQ (Additional Questions)

### 1. **FREE RM5 HelloSIM Top Up for Merchantrade International Remittance Customers (Effective 1<sup>st</sup> January – 31<sup>st</sup> December 2026)**

**Q: How can I get the FREE RM 5 HelloSIM top-up if I send international remittances at a Merchantrade branch/agent/Merchantrade Money App/eRemit?**

**A:** You can enjoy the FREE RM5 HelloSIM top-up ONLY if you subscribe to our BEST35 plan, which carries a 30-day validity. Your BEST35 pack must be active at the time of the international remittance transaction.

**Q: When will I get the RM5 FREE HelloSIM top-up?**

**A:** You will receive the RM5 FREE HelloSIM top-up within 24 hours of sending your International Remittance Transaction.

**Q: How many times can I get the FREE RM5 HelloSIM top-up per day after I perform an international remittance with Merchantrade?**

**A:** You will be entitled to the FREE RM5 HelloSIM top-up for a maximum of three (3) international remittance transactions per day amounting to a total of RM15 worth of FREE HelloSIM top-up.

### 2. **BEST Pack Subscription**

**Q:** How do I subscribe to UNLIMITED\* data? – BEST35 / BEST10 / BEST5

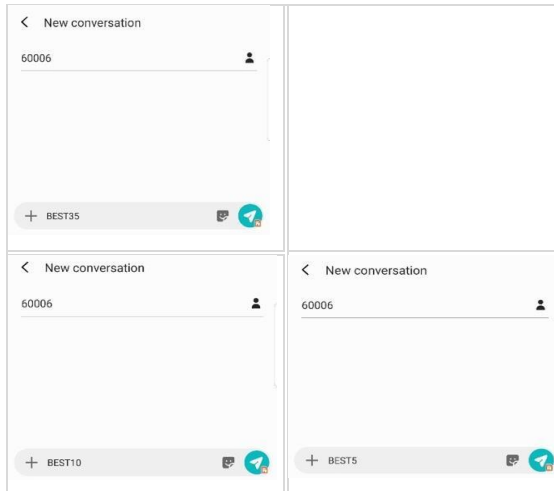
**A:** You may subscribe to our BEST packs in these three (3) simple- SMS, USSD and the HelloSIM App.

#### i. **SMS**

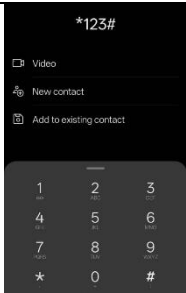
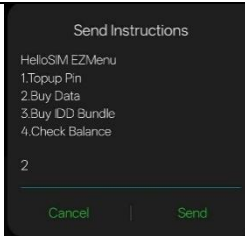
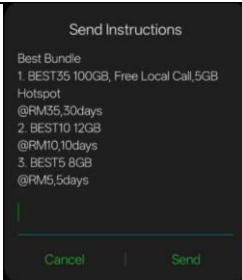
Type <BEST PACK CODE> & send it to 60006

Examples:





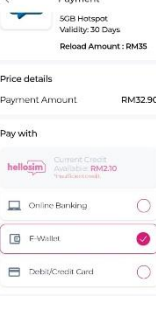

- Type BEST35 & send it to 60006
- Type BEST10 & send it to 60006
- Type BEST5 & send it to 60006



ii. USSD


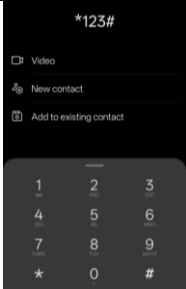
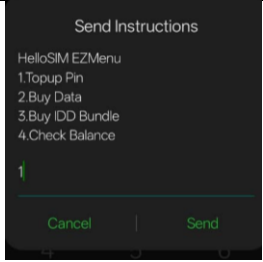
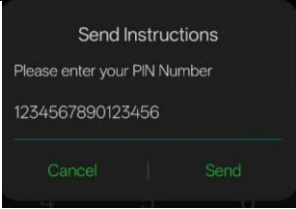
<p>Step 1: Dial <b>*123#</b></p>	<p>Step 2: Press <b>2</b> and click <b>Send</b></p>	<p>Step 3: Choose your Internet plans</p> <ul style="list-style-type: none"> <li>• Press 1 for BEST35 and click Send</li> <li>• Press 2 for BEST10 and click Send</li> <li>• Press 3 for BEST5 and click Send</li> </ul>
		

iii. HELLOSIM App

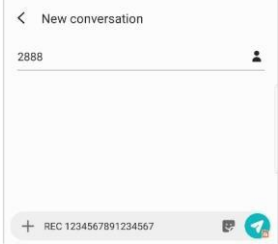
<p>Method 1</p>					
<p>Step 1: Click on <b>“+” BEST Plans</b></p>	<p>Step 2: Click on <b>Data Plans</b></p>	<p>Step 3: Choose your Internet plan:</p> <ul style="list-style-type: none"> <li>• BEST35</li> <li>• BEST10</li> <li>• BEST5</li> </ul>	<p>Step 4: Click <b>Buy</b></p>	<p>Step 5: Select your payment method</p>	<p>Step 6: Click <b>Pay Now</b></p>
					

### 3. Top up


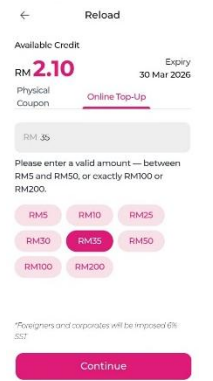
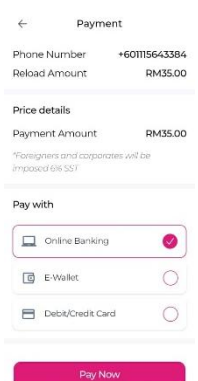
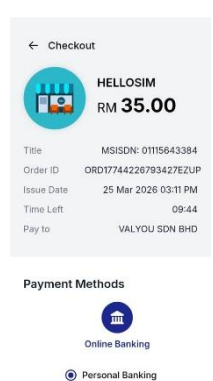
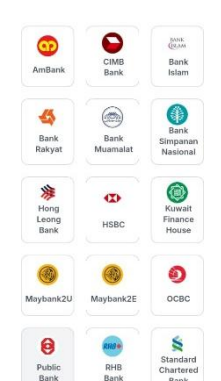
#### i. USSD \*123

<p>Step 1: Dial *123# and press “ <p>Step 2: Press 1 for “Top Up” and click Send</p> </p>	<p>Step 3: Enter the 16-digit Top-Up PIN number and click Send</p>	
		

#### ii. SMS

<p>Step 1: Type REC &lt;space&gt; Top-Up Code</p>	<p>Step 2: Send to <b>2888</b></p> 
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#### iv. HELLOSIM App

Method 2- Online Banking				
<p>Step 1: Click <b>Reload</b></p>	<p>Step 2: Click <b>Online Top-Up</b>. Select <b>Amount</b> and click <b>Continue</b></p>	<p>Step 3: Click <b>Online Banking</b></p>	<p>Step 4: Choose your preferred method • Online Banking</p>	<p>Step 5: Choose your preferred <b>Bank</b> and click <b>Proceed</b></p>
				

#### **4. International Data Roaming/Calls/SMS**

**Q: Will I be able to use my BEST data plan (BEST35 / BEST10 / BEST5) when I travel overseas?**

A: Sorry, we do not offer Data Roaming services at the moment, as such you will not be able to use your BEST data plan overseas.

#### **5. BEST 35**

**Q: Why does my data finish within 15-20 days when BEST35 says UNLIMITED\*?**

A: Our Fair Usage Policy (FUP) applies on the UNLIMITED\* data and the quota for BEST35 is set at 100GB. If you exceed the FUP, your speed will be throttled to 64kbps.

**Q: I have subscribed to BEST 35 but why am I facing a slow Network/No Internet (E or H+)?**

A: You may face Network related issues due to various reasons; these may include our Network provider upgrading their systems or the location you reside in is facing network congestion due to a high number of customers using the service at the same time.

We recommend that you restart your phone in order to overcome this issue. If the disruption continues, please contact us with your name, phone number and address so that we can highlight it to our Network provider, at:

- Call - 1900
- Whatsapp - 011 41000011
- Email - [info@hellosim.com.my](mailto:info@hellosim.com.my)